

From: William de Manincor/=TMS/Toyota.

Sent:9/10/2007 10:29 AM.

To: [-] George Morino/=TMS/Toyota@Toyota.

Cc: [-] .

Bcc: [-] .

Subject: Fw: Investigation Request from NHTSA regarding ES350.

George,

This is the document that request competitive vehicle analysis.

Bill

William de Manincor
National Manager Accessory Quality
Toyota Motor Sales USA, Inc.
310-468-2542

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----- Forwarded by William de Manincor/TMS/Toyota on 09/10/2007 10:26 AM -----

hiroyuki_okawa_o@mta.mx.toyota.co.jp

09/05/2007 01:40 AM

To William_de_Manincor@Toyota.com

cc Eiji_Nagano/TMS/Toyota%Toyota%TMCE@mx.toyota.co.jp, hiroaki_sunakawa@toyota.com,
Michael_Collinsworth@toyota.comMike_Reding, jane_beseda@toyota.com, Jim_Wimmer/TMS/Toyota%

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yuji_ab_ito@mta.mx.toyota.co.jp, yoko_kanda_o@mta.mx.toyota.co.jp

Subject Re: Investigation Request from NHTSA regarding ES350

Dear Bill-san

As per the following e-mails forwarded from Mr. Yuji Ito, some requests Frank-san is making are almost the same, that means "duplicate", against your request at Quality Strategy Meeting to re-establish the "one window" concept to help manage your increasing workload. However, this is urgently needed to take actions in accordance with inquiries from NHTSA. So, he is asking you with official letter. I believe this would help, and expect you to understand this situation.

Anyway, please see our response in "Blue" text belows, and we need your further assistances as belows.

1) is this a duplicate request?

Yes, sorry for our inconvenience.

2) are only drivers side mat drawings needed?
Yes, only drivers side mat drawings are needed.

3) do you need mat drawings for all vehicles, or just the 8 requested from Y. Ito?

a; First, we urgently need drawings for the following 8 models by tomorrow morning - our local time, because Mr. Yokoyama - Division General Mgr. and Mr. Kato - Project Mgr. of J-CQE are planning to visit NHTSA in DC next Tuesday or Wednesday to discuss something about the issues. So, these drawings are urgently needed.

*ES350, ES330, IS, RX, Camry, Avalon, Prius and Corolla

b; On the other hand, drawings for the other all affected models except 8 models mentioned the aboves are also needed by next Wednesday, totally 21 models.

*Solara, Matrix, Yaris, Tacoma, Tundra, 4Runner, FJ Cruiser, Highlander, Land Cruiser, RAV4, Sequoia, Sienna, LS, GS, SC, LX, GX, Scion xA, -xB, -tC, and -xD.

4.) Additional inquiries-1; about ES 350 rubber mat

The followings are also requested for Mr. Yokoyama's reference, by 9/11 next Tuesday morning - our local time.

a; Which models has been applied the same shape rubber mat, and when each models rubber mat has been started sales?

b; Sales amount of the rubber mat on each models.

5.) Additional inquiries-2; Rubber mat's technical specification research of other automobile companies

Please see the followings, and accept the research.

a. Potentially affected vehicles

HONDA ODYSSEY 2006

GM CHEVROLET TRAILBLAZER 2006

GM CHEVROLET IMPALA 2003

GM SAAB 9-3 2007

GM CADILLAC CTS 2004

GM GMC ENVOY DENALI 2006

F O R D MERCURY GRAND MARQUIS 2006

(We would like to make sure there are no mistakes in above information, hence we would like Ito san to double check the data, which we have sent you the other day.)

Therefore please prioritise above mentioned vehicles for investigation.

(Especially GM TRAILBLAZER's information with 2 reported complaints is highly required.)

It is best to have exact model year vehicles, however if this is too difficult to acquire, then please investigate on closest year model.

b. There is no particular instruction on non-affected vehicles such as BMW, Nissan Infinity and Mercedes Bents. Our suggestion is to start checking on vehicles with bigger sales volume.

c. Attached below is the list of other automobile companies who purchase mats from same suppliers as Toyota's.

This list isn't 100% accurate, however the vehicles on this list are also have potentials to be affected, therefore, please investigate those vehicles.

Thank you

Best regards
Hiro Ohkawa

TMC-CADD

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Mailto: hiroyuki_okawa_o@mta.mx.toyota.co.jp

William_de_Manincor@Toyota.com

2007/09/05 04:57

宛先: fukunori_ito@mta.mx.toyota.co.jp

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件名: Re: Investigation Request from NHTSA regarding ES350

Frank-san,

Today we will comply with Yoshie-san request and pull drawings for all current model floor mats, both carpeted and all weather, and have them copied. We should be able to send the copies to you either 9/5 PM or 9/6 AM US time.

The engineering group has also been requested to provide this information from another person - Yuji Ab Ito. In his communication of 8/31/07 he asked for all floor mats driver side only. His communication 9/4/07 asked for ES 350 & 330, IS, RX, Camry, Avalon, Prius and Corolla only. I have 3 questions:

1) is this a duplicate request?

Yes.

2) are only drivers side mat drawings needed?

-

3) do you need mat drawings for all vehicles, or just the 8 requested from Y. Ito?

-

William de Manincor
National Manager Accessory Quality
Toyota Motor Sales USA, Inc.
310-468-2542

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fukunori_ito@mta.mx.toyota.co.jp
09/04/2007 01:57 AM

To
Mike_Reding/Mobile/Toyota%Toyota%TMCE@mx.toyota.co.jp
cc
Eiji_Nagano/TMS/Toyota%Toyota%TMCE@mx.toyota.co.jp,
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yoko_kanda_o@mta.mx.toyota.co.jp
Subject
Investigation Request from NHTSA regarding ES350

Mr. Mike Reding
Vice President
Corporate Accessories, TMS

This is to notify you of our TMC emergency request for investigation request from Mr. T. Yoshie by NHTSA regarding ES350 issue. Please see the attached formal letter.

(See attached file: TMS Request letter 4-Sep Rev.pdf)

Thank you.

Frank <Fukunori> Ito Quality Group
TMC CADD Engineering Administration Dept
Tel 0561-74-4665 Ext. 8-41-4665
Fax 0561-74-4966 Ext. 8-41-4966

E-Mail ; Fukunori_ito@mail.toyota.co.jp

----- 転送者: Yuji Ab Ito/E/TMC0 転送日: 2007/09/05 09:37 -----

Yuji Ab Ito

伊藤 勇二

C & A 開発部

2007/09/04 22:10

宛先: Blane Marosek/TMS/Toyota@TOYOTA@TMCE

cc: Jacob Hoffman/TMS/Toyota@Toyota, Jim

Wimmer/TMS/Toyota@Toyota, Kenzo Nishiwaki/TMS/Toyota@Toyota, Masashi

Wada/E/TMC0@TMC0, Samuel Ngo Chen/E/TMC0@TMC0

件名: Re: TMS floor mat drawing request

Hello Blane-san,

Thank you for your response.

CADD recognizes that CADD design guidelines clearance is enough.
The ES issue. We think that there is it for misuse.

But, TMC take indication from NHTSA, and it is necessary to reply it.
NHTSA recognize that there is for misuse.
NHTSA says that it may be easy to come to interfere it in something about
the design.
So that an accelerator pedal and a floor and floor mat shape are different
by a car.

So please cooperate.

Please send the floor mat drawing of the following vehicle as soon as
possible.
(Both all weather and carpets)

ES(ES350 and ES330)

IS

RX

Camry

Avalon

Prius

Corolla

Best regards,

Y.Ito

トヨタ自動車株式会社

C & A 開発部 用品開発室 内装グループ

伊藤 勇二 (Y U J I I T O)

INTERIOR ACCESSORY GROUP
ACCESSORY ENGINEERING DEPT.
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Blane Marosek@TOYOTA

2007/09/01 10:41

宛先: Yuji Ab Ito/E/TMC0@TMC0@TMCE

cc: Jacob Hoffman/TMS/Toyota@Toyota, Kenzo

Nishiwaki/TMS/Toyota@Toyota, Masashi Wada/E/TMC0@TMC0, Samuel Ngo

Chen/E/TMC0@TMC0, Jim Wimmer

件名: Re: TMS floor mat drawing request

Hello Ito-san,

Does this request also apply to all weather mats?

All of our mats meet the design guidelines for pedal clearances. It is the same as the CADD design guidelines. Is this clearance enough? The issue with the ES happens when the consumer does not use the clips to hold the mats in place.

TMS has a holiday on Monday Sept 3, and will not be in the office until Sept 4. The task of obtaining the all the drawings is a big one and we can not get them to you by Sept 5.

Please let me know if the drawings are still needed.

Blane

Yuji Ab Ito/E/TMC0@TMC0

08/31/2007 03:48 AM

To

Dave Molina/TMS/Toyota@Toyota, Blane Marosek/TMS/Toyota@Toyota, Jacob Hoffman/TMS/Toyota@Toyota

cc

Samuel Ngo Chen/E/TMC0@TMC0, Kenzo Nishiwaki/TMS/Toyota@Toyota, Greg Busenkell/TMS/Toyota@Toyota, Masashi Wada/E/TMC0@TMC0

Subject

TMS floor mat drawing request

Dear Dave-san,Blane-san,Jacob-san

The following contents please cooperate.

Background

- ・ The problem that floor mat and an accelerator pedal of ES interfere happens.
- ・ It was decided that TMC examined the distance of all floor mat and the accelerator pedal.

Request

- ・ Please send all the drawings of floor mat making with TMS to me.
(driver seat only)
- ・ Could you please send it by September 5?

Best regards,
Y.Ito

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